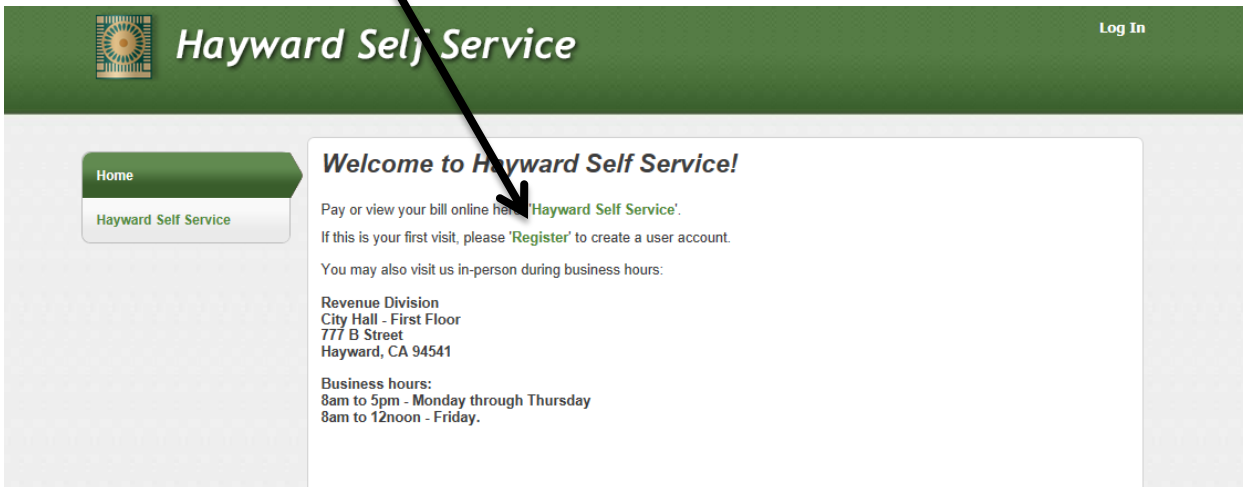


HAYWARD SELF SERVICE – www.hayward-ca.gov/HSS

If this is your first time on Hayward Self Service (HSS), you will need to do two things: register (which creates a login ID) and link your utility account to your ID.

1. Click on the register link:



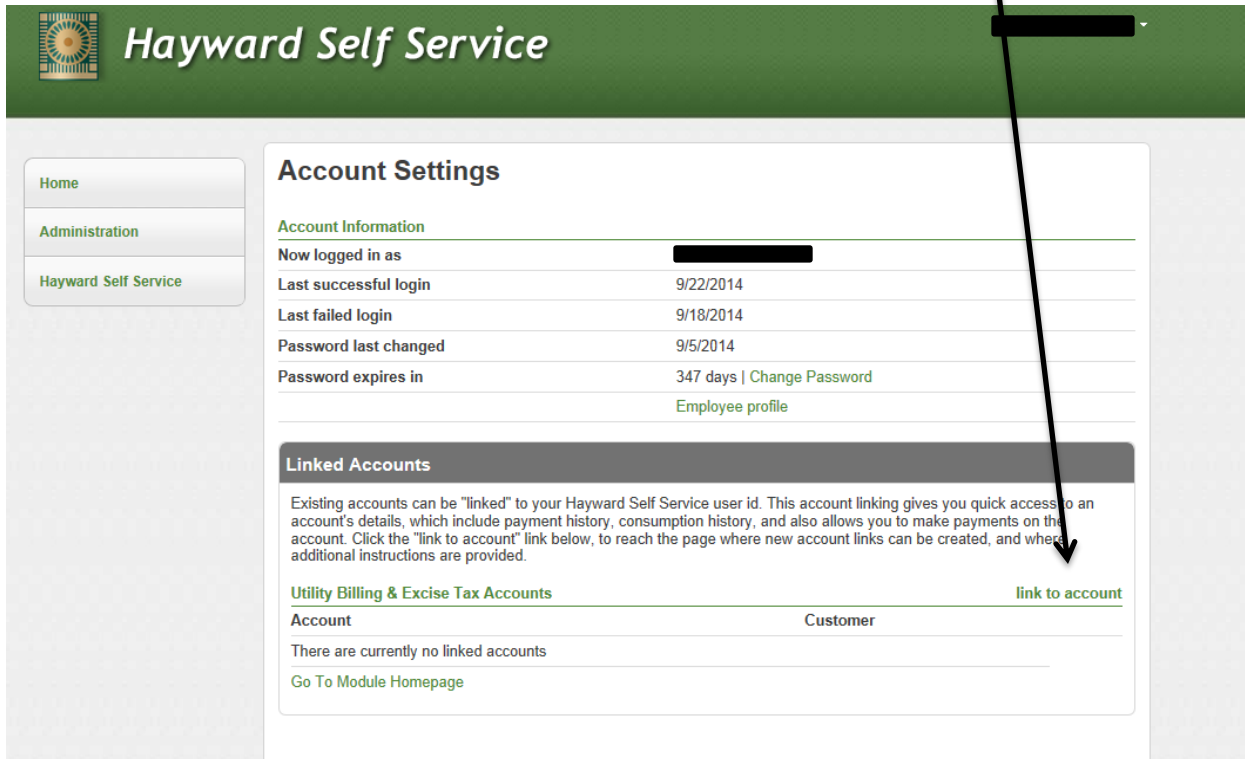
2. You will need to fill out this form.

The screenshot shows the 'Citizen Self-Registration' form. The header is green with the Hayward logo, 'Hayward Self Service', 'Log In', and 'My Cart (0 items)' dropdown. A left sidebar contains 'Home', 'Hayward Self Service', and 'Utility Billing & Excise Tax' links. The main content area is titled 'Citizen Self-Registration' and contains the following fields:

- *User ID (between 1 and 100 characters)
- *Re-type user ID
- *Password (between 8 and 15 characters)
- *Re-type password
- *Password hint
- *Email address

Below these fields is a CAPTCHA image showing the number '2681' and a text prompt: 'Please type these numbers into the box below them'. A 'Save' button is at the bottom.

3. Once that is completed, you will be taken to this screen. You need to click on “link to account” by Utility Billing & Excise Tax Accounts.



Hayward Self Service

Home
Administration
Hayward Self Service

Account Settings

Account Information

Now logged in as	[REDACTED]
Last successful login	9/22/2014
Last failed login	9/18/2014
Password last changed	9/5/2014
Password expires in	347 days Change Password

[Employee profile](#)

Linked Accounts

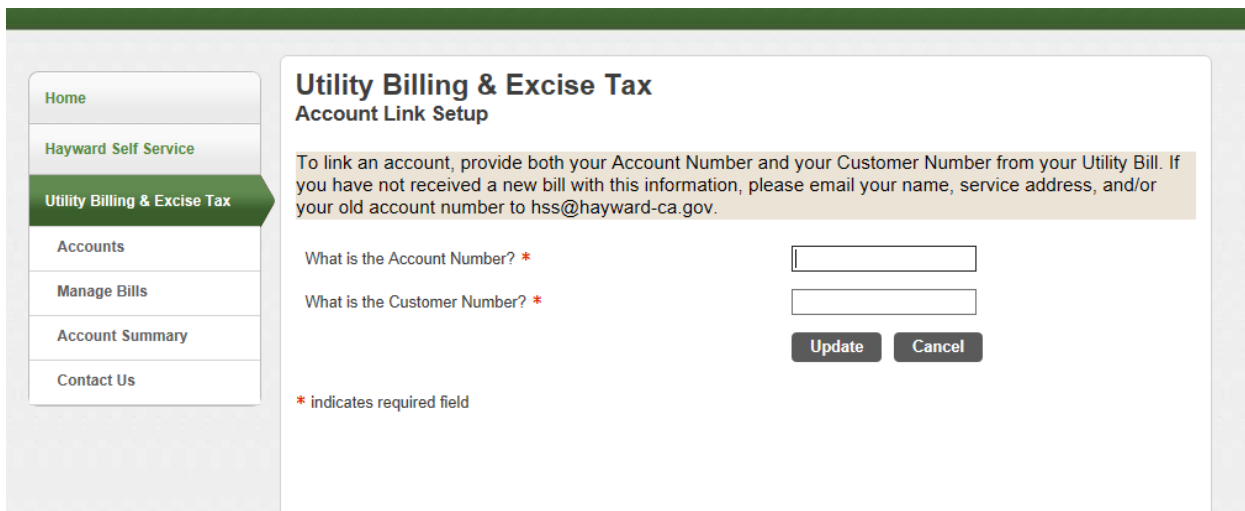
Existing accounts can be "linked" to your Hayward Self Service user id. This account linking gives you quick access to an account's details, which include payment history, consumption history, and also allows you to make payments on the account. Click the "link to account" link below, to reach the page where new account links can be created, and where additional instructions are provided.

Utility Billing & Excise Tax Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

4. That takes you to this screen:



Home
Hayward Self Service
Utility Billing & Excise Tax
Accounts
Manage Bills
Account Summary
Contact Us

Utility Billing & Excise Tax Account Link Setup

To link an account, provide both your Account Number and your Customer Number from your Utility Bill. If you have not received a new bill with this information, please email your name, service address, and/or your old account number to hss@hayward-ca.gov.

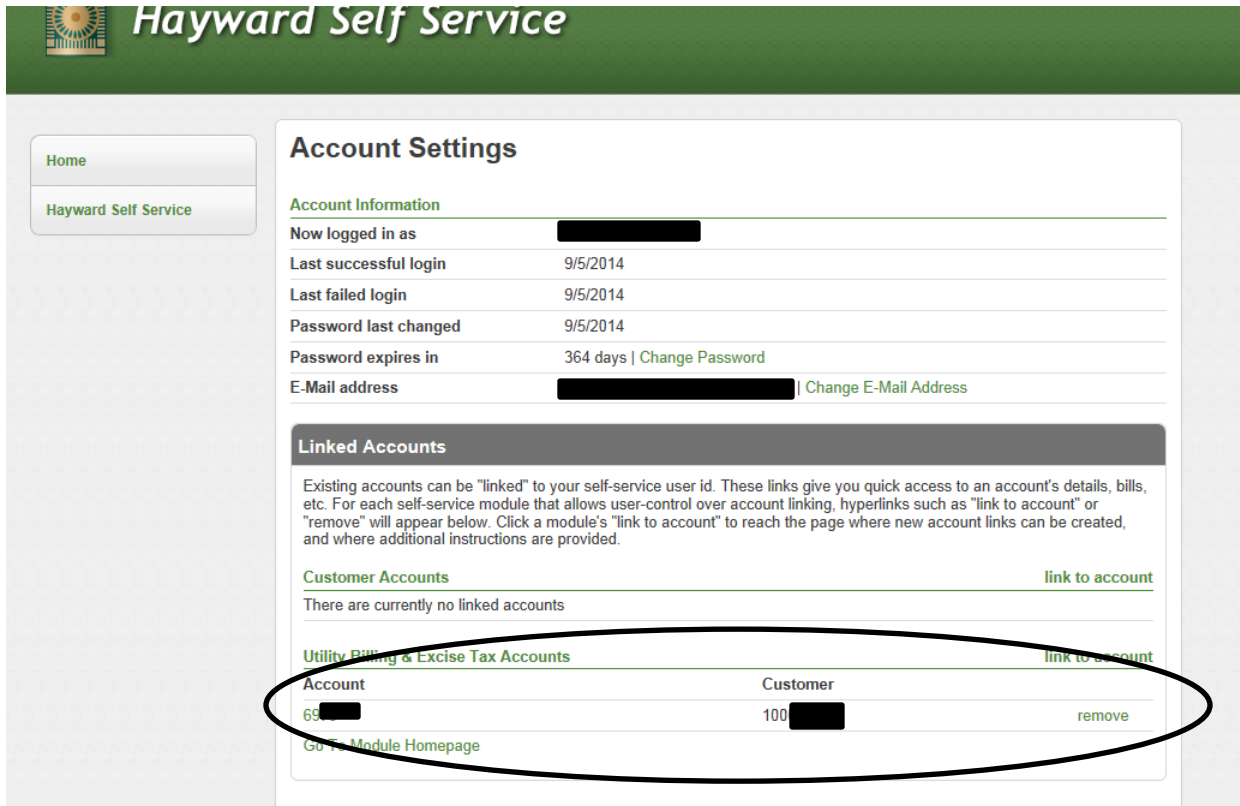
What is the Account Number? *

What is the Customer Number? *

* indicates required field

5. Once you enter your Account Number and their Customer Number, you are brought back to this screen. You will see that there is now a utility account linked to your login.

******NOTE****** If you do not know your Account Number and your Customer Number because you have not received a new utility bill, then please email HSS@hayward-ca.gov. In that email, please provide the account holder's name, service address, and the old account number if known.



Hayward Self Service

Account Settings

Account Information

Now logged in as	[REDACTED]
Last successful login	9/5/2014
Last failed login	9/5/2014
Password last changed	9/5/2014
Password expires in	364 days Change Password
E-Mail address	[REDACTED] Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

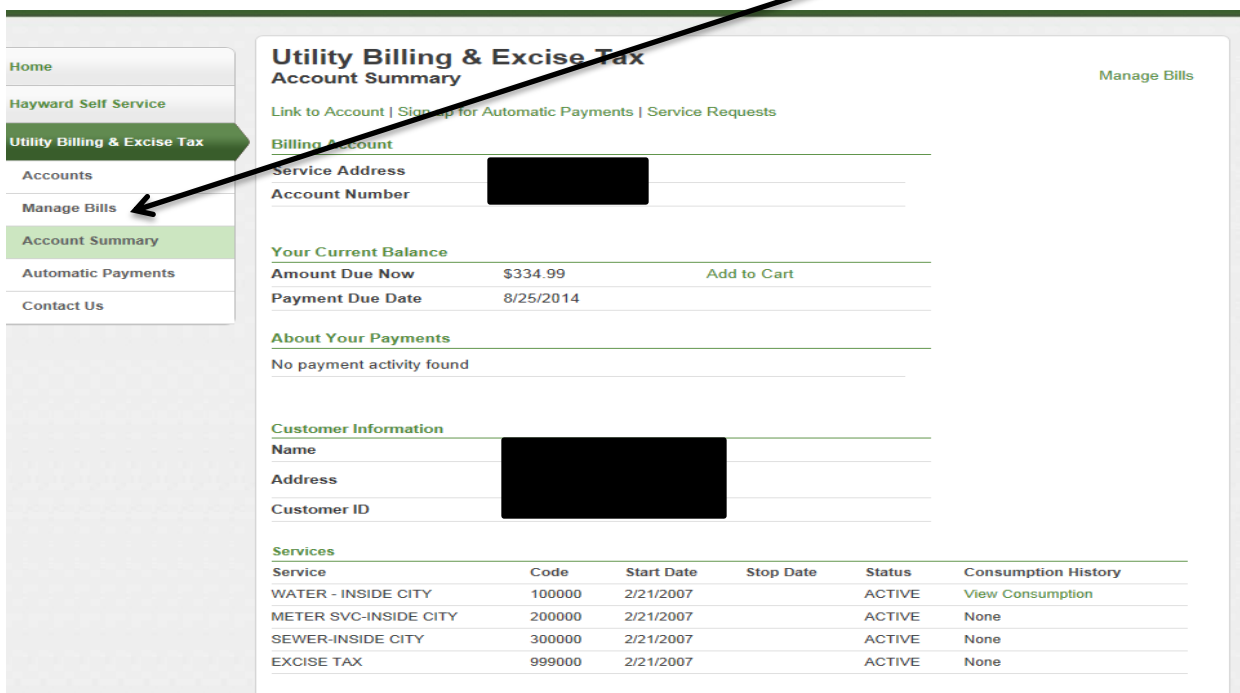
There are currently no linked accounts

Utility Billing & Excise Tax Accounts [link to account](#)

Account	Customer	
69 [REDACTED]	100 [REDACTED]	remove

[Go To Module Homepage](#)

6. When you click on the account number, you will be brought to this screen. This screen shows balance, consumption, and payment information. To pay your bill, you would click on "Manage Bills" on the left navigation bar.



Utility Billing & Excise Tax Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Service Requests](#)

Billing Account

Service Address	[REDACTED]
Account Number	[REDACTED]

Your Current Balance

Amount Due Now	\$334.99	Add to Cart
Payment Due Date	8/25/2014	

About Your Payments

No payment activity found

Customer Information

Name	[REDACTED]
Address	[REDACTED]
Customer ID	[REDACTED]

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER - INSIDE CITY	100000	2/21/2007		ACTIVE	View Consumption
METER SVC-INSIDE CITY	200000	2/21/2007		ACTIVE	None
SEWER-INSIDE CITY	300000	2/21/2007		ACTIVE	None
EXCISE TAX	999000	2/21/2007		ACTIVE	None

7. Clicking “Manage Bills” takes you to this screen. To pay the bill, you would put a check mark in the box next to the bill you are trying to pay. Then you would click “Add to Cart.”

Home

Hayward Self Service

Utility Billing & Excise Tax

Accounts

Manage Bills

Account Summary

Automatic Payments

Contact Us

Utility Billing & Excise Tax

Manage Bills

[Sign up for Automatic Payments](#) | [Account Summary](#)

Service Address [Redacted]

Account Number [Redacted]

As of

Outstanding Bills (bill years 1994 to 2016 only) [Show Past Bills](#)

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	175	8/8/2014	8/25/2014	\$334.99	\$334.99	Bill Details
Total Due:					\$334.99	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

8. This takes you to this screen. You choose your payment amount, and then you press continue. You will enter your credit card number, then your address, and at the end, you will receive a confirmation number.

Hayward Self Service

Home

Hayward Self Service

Utility Billing & Excise Tax

Pay Bills

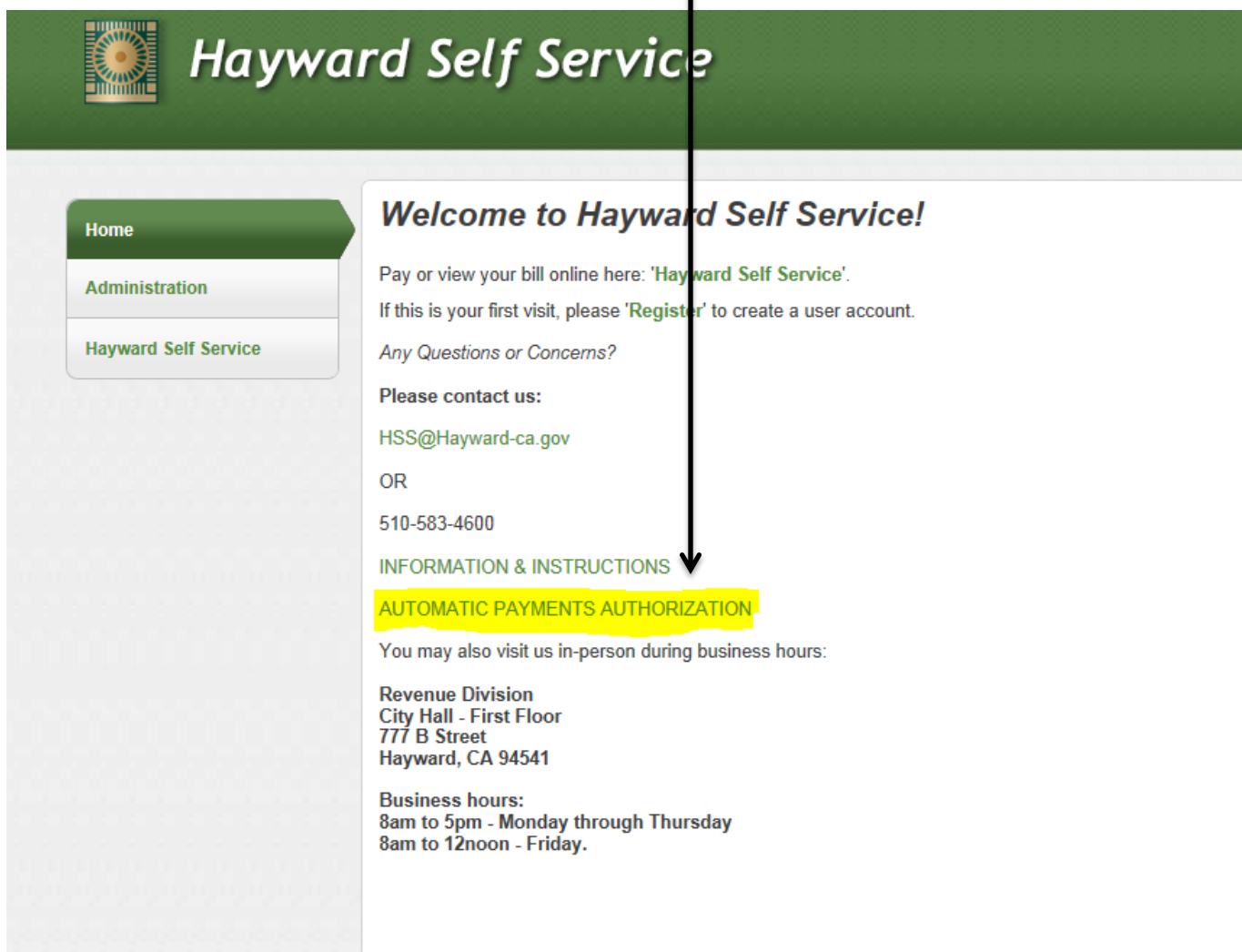
Step 1 of 4: Payment amount [Step 1](#) [2](#) [3](#) [4](#)

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2014	8/8/2014	[Redacted]	8/25/2014	\$334.99	\$334.99	\$ <input type="text" value="334.99"/>

[Continue](#)

To Set-Up Automatic Payments

1. With our new billing software, we are pleased to offer you the ability to set-up automatic utility account payments from either your checking or savings account. To access the sign-up form - from the main Hayward Self Service landing page, simply click on the "AUTOMATIC PAYMENTS AUTHORIZATION" link.



The screenshot shows the Hayward Self Service landing page. The header features the Hayward Self Service logo and title. A left sidebar contains navigation links: Home, Administration, and Hayward Self Service. The main content area is titled "Welcome to Hayward Self Service!" and includes instructions on how to pay bills, register for a new account, and contact the Revenue Division. The link "AUTOMATIC PAYMENTS AUTHORIZATION" is highlighted in yellow, and a black arrow points to it from the text above.

Hayward Self Service

Welcome to Hayward Self Service!

Pay or view your bill online here: 'Hayward Self Service'.
If this is your first visit, please 'Register' to create a user account.
Any Questions or Concerns?

Please contact us:
HSS@Hayward-ca.gov
OR
510-583-4600

INFORMATION & INSTRUCTIONS
AUTOMATIC PAYMENTS AUTHORIZATION

You may also visit us in-person during business hours:

Revenue Division
City Hall - First Floor
777 B Street
Hayward, CA 94541

Business hours:
8am to 5pm - Monday through Thursday
8am to 12noon - Friday.

Simply print out the form, fill it out and sign, and return it along with a voided check or savings deposit coupon. You can mail it to the address on the form, scan it and email it to hss@hayward-ca.gov, drop it off at the Revenue Division inside City Hall, or simply return the form and the check or slip with your next utility payment.